| Service Area | McKenzie Hall Collaboration Center:  
| Supervision-Kelsey Davis kdavis2@uoregon.edu, 6-8639 |
| Service Hours | McKenzie Hall Collaboration Center Hours:  
| Monday – Friday: 8:00am – 5:00pm  
| Closed Saturday and Sunday |
| Service Request Method | Walk in  
| Email: mckenziecc@uoregon.edu or kdavis2@uoregon.edu  
| Telephone: 6 - 4406 |
| Responsible Manager | Kelsey Davis  
| 6-8639  
| kdavis2@uoregon.edu  
| 151C Mckenzie Hall |
| Service Objectives | Collaboration Center staff are responsible for:  
| Customer service  
| Resolving any kind of technological and/or common problems that occur.  
| Maintaining the collaboration center and keeping the workstations/area clean and in order.  
| Understanding programs and technology used in the Center (such as Smartboards, video conferencing, entourage, etc.)  
| Scheduling the use of the collaboration center for groups to use.  
| Performing needed maintenance for the technology in the Center. |
| Services Covered | The Collaboration Center staff provides services and resources required to support the following areas, but not limited to:  
| Computer and peripheral hardware  
| Computer software  
| Computer logon access  
| Network connectivity assistance  
| Desktop Hardware/Software  
| Internet access  
| Smartboard Hardware |
| Environments Supported | Mac OS computers, hardware, and software  
| Hewlett Packard printers |
| Problem Reporting | Emergencies: Notify the Collaboration Center manager on site as soon as a problem has been detected. Contact kdavis2@uoregon.edu or via phone: Office: 6-8639 Cell: (541) 619-6979. |
| Client Responsibilities | Contact the onsite Collaboration Center assistants or the Collaboration Center manager to report any technology issues.  
| Provide Collaboration Center manager with a list of all specialty software needs at least three months prior to start of semester/term.  
| Provide budget for purchase and maintenance of any specialty software requested.  
| Test the specialty software for functionality once installed. |
| **IS Responsibilities** | **Strive to meet response time goals.**  
**Proactively maintain open access and instructional Collaboration Center technologies through planned maintenance and regular oversight.**  
**Regularly monitor Collaboration Center to assist users.**  
**Obtain, install, and test specialty software to ensure it can function with Collaboration Center hardware and software environment.**  
**Upgrade hardware and software in Collaboration Center as needed.** |
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| **Prioritization** | **Critical:** Collaboration Center scheduled group - group is in session, multiple computer and/or Smartboard(s) are affected and group is unable to continue. Non-group – many computer affected and students unable to work.  
- **Response Time:** Support resource analyzing problem within **10 minutes.**  
- **Resolution Time:** Work until resolved.  
**High:** Collaboration Center scheduled group - group in session or about to start, one computer or other piece of equipment affected. Group able to continue but delivery impacted. Non-group – some computers affected/student work impacted.  
- **Response Time:** Support resource analyzing problem within **20 minutes** (after current class session ends).  
- **Resolution Time:** Work until resolved, unless critical or high project arises.  
**Medium:** Collaboration Center scheduled group – group is not in session, one computer or piece of equipment affected. Instruction may experience future impact. Non-group – one computer affected/reduced capacity  
- **Response Time:** Support resource analyzing problem within **60 minutes** (after class session ends).  
- **Resolution Time:** Work until resolved, unless critical or high project arises.  
**Low:** Collaboration Center scheduled group – group not in session, instruction is not impacted but issue has annoyance factor. Non-group – student work is not noticeably impacted but issue has annoyance factor.  
- **Response Time:** Support resource analyzing problem within **120 minutes.**  
- **Resolution Time:** Work until resolved, unless critical or high project arises. |
| **Escalation Procedures** | Work with the onsite collaboration center assistants to resolve the problem. If this does not result in a satisfactory response, contact the Collaboration Center Manager (Kelsey Davis) at 6-8639 or kdavis2@uoregon.edu for follow-up.  
If this still does not result in a satisfactory response, contact the Assistant Director of Academic Services (Sara Stubbs) at 6-8023 or saras@uoregon.edu |